

# UTAH DIVISION OF OIL, GAS AND MINING - Balanced Scorecard

April 2013 Report

**Mission Statement:** Regulates and ensures industry compliance and site restoration while facilitating oil, gas and mining activities.

Contact: John Baza, Director, 801-538-5334



Metric	Status	Trend	Target	Current	Previous	Frequency	Definition/Comments
I. Ensuring compliance with established rules (Quality of Life)							
O&G: Percentage of well drilling inspections without violations		↓	100%	96%	99%	quarterly	Target set for 100% compliance in well drilling inspections.
Coal: Percentage of mines with no off-site environmental impact		➡	100%	100%	100%	quarterly	Target set for no off-site impacts from coal mines.
Minerals: Percentage of mines in compliance		➡	100%	100%	100%	quarterly	Target set for 100% compliance in mineral mine inspections.
AMR: Percentage of areas secured from abandoned mine hazards		➡	16.2%	15.9%	15.9%	annual	Square miles secured vs. potential hazard area in state. Current data is FY12 end.
II. Timeliness of permitting activities (Governance, Economic Development)							
O&G: Percentage of new drilling permits issued within 45 days		↑	85%	77%	66%	quarterly	Measure reflects the timeliness of permits issued in quarter.
Coal: Percentage of mine applications approved within rule timeframes		↑	100%	100%	98%	quarterly	Measure reflects the applications approved within rule timeframes within the quarter.
Minerals: Percentage of mine applications approved within rule timeframes		↑	100%	75%	68%	quarterly	Measure reflects the applications approved within rule timeframes within the quarter in the Minerals program.
III. Customer Satisfaction (Governance)							
Customer Satisfaction Survey		↑	4.3	4.3	4.1	annual	Customer survey for 7-8/2012 completed. 192 Responses. Scale of 1 to 5 (High).
IV. Public outreach and education (Education)							
Division Website Usage		↑	39,392	44,539	38,431	quarterly	Number of website user sessions. Target is set 2.5% above previous quarter.

Status Ranges: Over 90% = green, 75% - 90% = yellow, under 75% = red.

Quarterly Data Period: January to March 2013